

CD-430
(10/05)

U.S. Department of Commerce

PERFORMANCE MANAGEMENT RECORD

Coverage	Bureau Appraisal Cycle	Appraisal Year
<input checked="" type="checkbox"/> General Schedule <input type="checkbox"/> Federal Wage System <input type="checkbox"/> Wage Marine	<input checked="" type="checkbox"/> October 1 – September 30 <input type="checkbox"/> June 1 – May 31 <input type="checkbox"/> November 1 – October 31	From: <u>06/05/07</u> To: <u>09/30/07</u>

Employee's Name: _____ SSN: _____

Position Title: Program Assistant Pay Plan, Series, Grade/Step: GS, 0303, 9/4

Organization: 1. Department of Commerce 3. Office of AU/S for Management
2. Economics and Statistics Administration 4. _____

PERFORMANCE PLAN CERTIFICATION

This plan is an accurate statement of the work that will be the basis for the employee's performance appraisal.

Privacy Act Statement - Disclosure of your social security number is voluntary. The number is linked with your name in the official personnel records to ensure unique identification of your records. The social security number will be used solely to ensure accurate entry of your performance rating into the automated record system.

PERFORMANCE PLAN AND APPRAISAL RECORD

Employee Name: _____	Date 06/05/07	Element No. <u>1</u> of <u> </u>
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Cascaded Organizational Goals

Each element must be cascaded from the DOC Strategic Goals. All Goals must be identified for each element. First, select the appropriate DOC Strategic Goal, then list the Bureau Goal, and the SES Manager Goal to complete the cascade.

DOC Strategic Goals:

- ☒ Strategic Goal 1: Provide the information and tools to maximize U.S. competitiveness and enable economic growth for American industries, workers and consumers
- ☐ Strategic Goal 2: Foster science and technology leadership by protecting intellectual-property, enhancing technical standards and advancing measurement science
- ☐ Strategic Goal 3: Observe, protect and manage the Earth's resources to promote environmental stewardship
- ☒ Management Integration Goal: Achieve Organizational and Management Excellence
- ☒ Bureau Goal: Support the information and analytical need of the Department of Commerce and the Executive Branch.
- ☒ SES/Organizational Goal: Ensure that ESA resources are marshaled effectively to accomplish the Department and Under Secretary goals.

Critical Element and Objective

Customer Service

To respond to internal and external customers, stakeholders, and the public.

Weighting Factor (The weight for each element should reflect the significance within the framework of the Department's or bureau's organization goals. Weights should not be assigned based on the percentage of time an employee spends working on that element.)

Element Wei

Enter the weight for this element in the adjacent box. →

15

Results of Major Activities: Identify results that need to be accomplished in support of the performance element. A minimum of 3 and a maximum of 6 measurable results must be listed.

Responses to customer inquiries for information or services comply with Bureau standards.

Customer inquiries are acknowledged, and customers are apprised of the status of the inquiry and when to expect resolution.

Customer needs are identified, and issues are clarified in communications with the customer.

Customer expectations are managed to ensure that customers understand the type and level of service available and expected time frames.

Customer service is provided in collaboration, consultation, and partnership with customers, other agencies, and stakeholders.

Criteria for Evaluation: Supplemental Standards are required for each element and must be defined at Level 3 performance in terms of quality, quantity, timeliness, and/or cost-effectiveness. Attached Generic Performance standards also apply.

Routinely responds to each customer request with factually accurate information that is consistent with Bureau and Departmental guidance and policies, as well as other relevant program or technical documents.

Work products reflect consideration of customer issues and concerns.

Routinely responds to e-mail and telephone inquiries within 2 business days. If information is not readily available, customer is informed of this and given an expected day of delivery for information. Complete responses to customers rarely take more than 5 business days.

Answers written requests for information within 5-7 days from date of receipt, or within other time frames specified by the supervisor or program requirements.

Oral responses to customers are usually clear, courteous and directly address issues and questions.

If on approved absence, an automated notification e-mail will normally be sent in response to in-coming messages that indicates your absence, the period of absence and identifies an alternate contact. Voice mail messages must also provide the caller with the same information.

PERFORMANCE PLAN AND APPRAISAL RECORD

Employee Name: _____

Date
06/05/07Element No. 2 of

Cascaded Organizational Goals

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DOC Strategic Goals:

- ☒ Strategic Goal 1: Provide the information and tools to maximize U.S. competitiveness and enable economic growth for American industries, workers and consumers
- ☐ Strategic Goal 2: Foster science and technology leadership by protecting intellectual-property, enhancing technical standards and advancing measurement science
- ☐ Strategic Goal 3: Observe, protect and manage the Earth's resources to promote environmental stewardship
- ☒ Management Integration Goal: Achieve Organizational and Management Excellence
- ☒ Bureau Goal:
Support the information and analytical need of the Department of Commerce and the Executive Branch.
- ☒ SES/Organizational Goal: Ensure that ESA resources are marshaled effectively to accomplish the Department and Under Secretary goals.

Critical Element and Objective

Administrative Support

To provide effective and efficient administrative support to the Office of the Associate U/S for Management.

Weighting Factor (The weight for each element should reflect the significance within the framework of the Department's or bureau's organization goals. Weights should not be assigned based on the percentage of time an employee spends working on that element.)

Element We
35

Enter the weight for this element in the adjacent box: →

Results of Major Activities: Identify results that need to be accomplished in support of the performance element. A minimum of 3 and a maximum of 6 measurable results must be listed.

Administrative support in travel, procurement, time and attendance, is provided for the Associate Under Secretary for Management, Deputy Under Secretary for Economic Affairs and front office staff members.

ESA's allocated parking spaces are monitored.

Office calendar is maintained with special attention to logistics for major events (e.g. meetings arrangements, greeting visitors, making conference room reservations, notifying all participants and assembling background).

Staff members are informed of high priority and critical information on events of special interest.

Credit card orders for equipment and office supplies are prepared. Office equipment's maintenance requests for copier and fax machines and office supplies are monitored.

Criteria for Evaluation: Supplemental Standards are required for each element and must be defined at Level 3 performance in terms of quality, quantity, timeliness, and/or cost-effectiveness. Attached Generic Performance standards also apply.

Administrative support is usually provided to the Deputy Under Secretary for Economic Affairs, the Associate Under Secretary for Management, Chief Financial Officer and the Senior Program Analyst, as well as other ESA executives and Departmental officials within a timely manner.

Administrative guidance is usually provided on ESA Headquarters and Departmental administrative procedures and regulations.

Typically, work products meet established deadlines.

Urgent information requests from within and outside the office (e.g. press releases, reports, speeches, presentations) are usually factual, with few grammatical and or typographical errors, and are responded to within the specified time frame.

PERFORMANCE PLAN AND APPRAISAL RECORD

Employee Name: _____

Date
06/05/07Element No. 3 of

Cascaded Organizational Goals

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DOC Strategic Goals:

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- ☐ Strategic Goal 3: Observe, protect and manage the Earth's resources to promote environmental stewardship
- ☐ Management Integration Goal: Achieve Organizational and Management Excellence
- ☒ **Bureau Goal:**
Support the information and analytical need of the Department of Commerce and the Executive Branch.
- ☒ **SES/Organizational Goal:** Ensure that ESA resources are marshaled effectively to accomplish the Department and Under Secretary goals.

Critical Element and Objective

Project Management Support

Serves as the Primary Point of Contact for special project support for all of ESA Headquarters.

Weighting Factor: (The weight for each element should reflect the significance within the framework of the Department's or bureau's organization goals. Weights should not be assigned based on the percentage of time an employee spends working on that element.) **Enter the weight for this element in the adjacent box.** →

Element Wei
25

Results of Major Activities: Identify results that need to be accomplished in support of the performance element. A minimum of 3 and a maximum of 6 measurable results must be listed.

Administrative and logistical support and advice are provided to Project Managers throughout ESA on an as needed basis.

Meeting facilities, transportation, attendance lists, and follow-on correspondence are arranged for Project Managers and participants.

Travel and meetings are arranged ensuring executive commitments do not conflict with other Departmental responsibilities.

Documentation is provided throughout all phases of a project.

Criteria for Evaluation: Supplemental Standards are required for each element and must be defined at Level 3 performance in terms of quality, quantity, timeliness, and/or cost-effectiveness. Attached Generic Performance standards also apply.

Assistance to the Project Manager is usually provided in a timely manner and typically includes the information requested.

Project reports, records, correspondence, and transportation requests are usually submitted and filed usually within 2 business days.

Arrangements for meetings usually contain the appropriate materials and the schedule of the meetings typically do not conflict with the participant prior commitments.

PERFORMANCE PLAN AND APPRAISAL RECORD

Employee Name: _____

Date
06/05/07Element No. 4 of

Cascaded Organizational Goals

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- ☒ SES/Organizational Goal: Ensure that ESA resources are marshaled effectively to accomplish the Department and Under Secretary goals.

Critical Element and Objective

Correspondence Support

Provides support for ESA Headquarters' correspondence activities.

Weighting Factor (The weight for each element should reflect the significance within the framework of the Department's or bureau's organization goals. Weights should not be assigned based on the percentage of time an employee spends working on that element.) **Enter the weight for this element in the adjacent box:→**

Element We
25

Results of Major Activities: Identify results that need to be accomplished in support of the performance element. A minimum of 3 and a maximum of 6 measurable results must be listed.

Correspondence, inter-office communications and materials for publications are edited, proofread, and typed as needed.

Office filing system is maintained and monitored.

Weekly report to the Secretary is prepared.

Final form correspondence and narrative papers for the Deputy Under Secretary for Economic Affairs, Associate Under Secretary for Management and Chief Financial Officer's use or signature are prepared.

Controlled correspondence is forwarded within and outside of the organization.

Reports to ESA executives and Department executives are disseminated as needed.

Criteria for Evaluation: Supplemental Standards are required for each element and must be defined at Level 3 performance in terms of quality, quantity, timeliness, and/or cost-effectiveness. Attached Generic Performance standards also apply.

Typically, work products meet customer expectations, are factually accurate, contain few grammatical or typographical errors, and conform to E requirements and established deadlines.

Guidance is usually provided to staff on the format of ESA correspondence in accordance with ESA and Departmental standards and procedure

Typically, ESA correspondence is routed in accordance with ESA procedures and Departmental policies.

Employee Name: _____			
PERFORMANCE SUMMARY RATING			
<ul style="list-style-type: none"> • List each element in the performance plan. • All elements are critical. • Assign a rating level for each element: • (5) Level 5 (highest level of performance); (4) Level 4; (3) Level 3; (2) Level 2; (1) Level 1 (unacceptable performance) • Score each element by multiplying the weight by the rating level. • Interim ratings should be considered when you prepare the final summary rating. • After each element has been scored, compute the total point score by adding the individual scores. • Rating officials must provide either an overall narrative justification of the summary rating or a written justification for each element rating. • A written justification is required for any element rated below Level 3. 			
Performance Element	Individual Weights (Total must equal 100)	Element Rating (5, 4, 3, 2, 1)	Score
Customer Service	15		0
Administrative Support	35		0
Project Management Support	25		0
Correspondence Support	25		0
TOTAL SCORE			0
PERFORMANCE RATING			
<input type="checkbox"/> Level 5 (470 – 500) <input type="checkbox"/> Level 4 (380 – 469) <input type="checkbox"/> Level 3 (290 – 379) <input type="checkbox"/> Level 2 (200 – 289) <input type="checkbox"/> Level 1 (100 – 199)			
Rating Official's Signature/Title			Date
<div style="border: 1px solid black; height: 40px; width: 100%;"></div>			
Approving Official's Signature/Title			Date
<div style="border: 1px solid black; height: 40px; width: 100%;"></div>			
Employee's Signature (indicates appraisal meeting held)		Employee comments attached?	Date
		<input type="checkbox"/> Yes <input type="checkbox"/> No	
PERFORMANCE RECOGNITION			
<input type="checkbox"/> Performance Award \$ _____ (%) <i>Appropriation Code</i> _____			
<input type="checkbox"/> QSI (Level 5 Required)			
Rating Official's Signature/Title			Date
<div style="border: 1px solid black; height: 40px; width: 100%;"></div>			
Approving Official's Signature/Title			Date
<div style="border: 1px solid black; height: 40px; width: 100%;"></div>			